# Development Services Department Secret Shopper Program
# Website Visit Feedback Form

Date and time of your visit:

Division/Section pages you visited:

Reason for your visit:

Your Secret Shopper Number:

| Web Visit | Excellent | Good | Fair | Poor | Unacceptable |
|---|---|---|---|---|---|
| Ease in scheduling inspections | | | | | |
| Ease in applying for a permit | | | | | |
| Ability to pay fees associated with your project | | | | | |
| Ability to check the status of your permits/inspections | | | | | |
| Ability to check the status of your projects | | | | | |
| Ability to check your Escrow balance | | | | | |
| Accessibility of pertinent information | | | | | |
| Ease of navigating the site | | | | | |
| Ability of obtaining timely/useful information | | | | | |
| Ease of finding code/UDC/development information | | | | | |
| Ability to find department contact information | | | | | |
| Quality of support tools (GIS application, videos, etc) | | | | | |
| Ease of obtaining copies of reports | | | | | |
| Publication of relevant events (Boards and Agendas) | | | | | |
| Help and Frequently Asked Questions sections | | | | | |
| Search functionality/capability | | | | | |
| Links were not broken/dead (please indicate link) | | | | | |
| Information was consistent and up-to-date | | | | | |
| Inspection results were posted in a timely manner | | | | | |

Additional Comments:

| E-Mail | Yes | No |
|---|---|---|
| The correspondence was professional and courteous | | |
| You received an e-mail response within 1 business day | | |
| Your request or concern was acknowledged | | |
| Processes were explained/questions were resolved | | |
| The employee's signature block contained their contact information | | |
| The e-mail contained a link to the Department's on-line survey | | |
| If you received an out-of-office reply, did the employee state their anticipated date of return | | |
| For extended out-of-office replies, were you given an alternate person to contact and the number where they could be reached | | |

Additional Comments: